

NYC Department Environmental Protection - Bureau of Water & Sedwer Operations

EPA Hansen Data Request- RFI 09/11/2016

Data includes 66,634 total records of which 25,828 are a distinctive count of Customer Service Requets (CSRs)
the Data time peiord : July 1, 2015 through June 30, 2017

- The "Total Records" column represent the total number of records.
- There is a one to many relationship between CSRs and log/customer comments which represents multiple visits/inspections associated with a unique service request (these records will appear with the same CSR on diffierent dates)

Hansen database from July 1, 2015 to June 30, 2017

Hansen Complaint Data (Data Pull Date 09/11/2017)	Confirmed	Unconfirmed	Duplicate	CSR Distinct Count	Total Records *
FY 2016	7253	20,003	3597	12,026	30,853
FY 2017	7417	24,317	4047	13,832	35,781
Total	14,670	44,320	7,644	25,858	66,634

*There is a one-to-many relationship between CSR and LOG/Customer Comments

Root Cause	Fiscal Year				Total		Total CSR % Change from FY'16 to FY'17
	FY 2016		FY 2017				
	Distinct Count of CSR	% of Total For FY	Distinct Count of CSR	% of Total For FY	Distinct Count of CSR	% of Total	
Collaps/Break	51	2.04%	48	1.82%	99	1.92%	-6%
Commercial Grease	242	9.66%	230	8.71%	472	9.17%	-5%
Debris	406	16.20%	336	12.72%	742	14.41%	-17%
Heavy Rain	182	7.26%	315	11.92%	497	9.65%	73%
High Tide	30	1.20%	9	0.34%	39	0.76%	-70%
Light Rain	2	0.08%	6	0.23%	8	0.16%	200%
Moderate Rain	26	1.04%	7	0.26%	33	0.64%	-73%
Protruding Connection	1	0.04%	0	0.00%	1	0.02%	-100%
Pump Malfunction	6	0.24%	8	0.30%	14	0.27%	33%
Referred to CMOM	2	0.08%	9	0.34%	11	0.21%	350%
Reinspection Required	9	0.36%	12	0.45%	21	0.41%	33%
Residential Grease	1523	60.77%	1628	61.62%	3151	61.21%	7%
Root Infiltration	2	0.08%	1	0.04%	3	0.06%	-50%
Roots	19	0.76%	26	0.98%	45	0.87%	37%
Watermain Break	1	0.04%	2	0.08%	3	0.06%	100%
Other	4	0.16%	5	0.19%	9	0.17%	25%
Grand Total	2506	100%	2642	100%	5148	100%	5%